Information Technology Resource Management Council (ITRMC)

Access Idaho Steering Committee
Meeting Minutes
(Approved by Committee)
September 28, 2000

The Access Idaho Steering Committee monthly meeting was held on Thursday, September 28, 2000 from 1:30 to 3:00 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

The meeting was called to order by Chairman Bill Farnsworth, who welcomed members and others in attendance.

ATTENDANCE

Members Present:

Mr. Chuck Goodenough, Deputy Secretary of State
Mr. Bill Farnsworth, ITRMC Project Team
Mr. Rob Spofford, Department of Water Resources
Mr. Scott Somerhalder, Idaho Information Consortium
Mr. Keith Bumsted, Idaho Dept. of Transportation

Others Present:

Mr. Jeff Walker, Idaho Information Consortium
Ms. Carol Silvers, Idaho State Library
Director Pam Ahrens, Department of Administration
*Mr. Eric Beck, Department of Labor

Members Absent:
Mr. Mark Little, Division of Purchasing
Mr. John McAllister, Department of Labor

*Designate

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet Portal, or "electronic front-door" for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December, 1999, creating a public-private partnership with **Idaho Information Consortium** (IIC). IIC is an affiliate of the National Information Consortium, (NIC) the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

APPROVAL OF AUGUST 24, 2000 MINUTES

Bill Farnsworth invited questions or comments on the August 24, 2000 Minutes. With no discussion to follow, Chuck Goodenough moved and Keith Bumsted seconded a motion to approve the minutes and the motion passed unanimously.

ACCESS IDAHO

Scott Somerhalder, IIC, introduced Marketing Executive, Jeff Walker, the newest member to the Access Idaho team. Jeff returns to Boise from Hartford, CT where he lived and worked for 4 years. Walker worked for former Governor Batt and Senator Craig and has extensive experience in developing and implementing an integrated marketing strategy.

ACCESS IDAHO REPORT

The General Manager's Report was presented to the Committee by Scott Somerhalder. The report included an outline of projects completed, in-development, and in the planning stages.

Summary

The first revenue-generating application rolled out on **September 1, 2000**. The application for Idaho Transportation Department is an on-line access (ITD authorized only) to **batch motor vehicle records**. Three out of four batch clients are online. The goal is to have the interactive process up by December 1, 2000. Access Idaho is working with the development staff at ITD regarding their TCP/IP connectivity with the mainframe.

Access Idaho was involved in the **E-Government Boot Camp for Policy Makers** on **September 7, 2000**. Somerhalder said he felt it was a huge success based upon feedback he had heard from various agencies. Access Idaho had a booth in the Best Practices exhibit area where people were able to see exactly what **Access Idaho** has been doing and what it means to the State. **Governor Kempthorne** mentioned how Access Idaho will help benefit the State by moving forward with respect to E-Government.

Department of Agriculture and Access Idaho met to discuss requirements for the **online pesticide registration**. This will be the first application where companies can pay online using an electronic check or ACH. Somerhalder indicated that this process is currently being used in Utah and in Kansas, for property tax application.

Certificates of Existence for the Secretary of State's Office, the first credit card application will be going on-line, Monday October 2. Also in the month of November, the roll out of UCC/Lien Searches. Pricing requirements are still being discussed.

The **Idaho Real Estate Commission** application for real estate **agent licensing**, as well as **insurance verification** processes, will be in beta testing early in October. Somerhalder said that the testers have been identified and Access Idaho is working with both the Real Estate Commission and the Realtors Association to market this application.

Access Idaho and the members **Reducing Idaho's Bureaucracy (RIB) Committee** met to discuss an online Idaho Business Registration form. Three state agencies (Labor, Tax Commission and Industrial Commission) are involved in this project that would allow a new business to simultaneously register with all three agencies online. The business would fill out one form and it would work with all three agencies.

The Access Idaho Development staff is putting the final touches on the billing system. The credit card payment process, subscriber billing, agency reporting and automated state payment process will all be in production by October 2nd, which coincides with the launch of the Secretary of State's Office online **Certificates of Existence** application.

Department of Health and Welfare's **On-Line Tobacco Vendor Permit Application** was completed and delivered to the agency earlier this month.   This non-revenue generating application allows tobacco vendors to renew tobacco permits on-line at no charge, 24-hours-a-day.

Department of Labor has expressed an interest in developing an **online unemployment insurance payment system**. This application would be a tremendous service to the business community.

The **Creative Services Team** is working on the development and enhancement of many different web sites. Access Idaho is in the requirements gathering process for web sites for the Department of Administration, which is almost completed.   State Board of Medicine web site is the design phase as well as the Governor's Office. A meeting is scheduled later in the year with Disability Determinations Service and State Pharmacy Board. Meetings are taking place with the State Bankers association and the State Bar, which has expressed interest in linking to the Secretary of State's page.

Since the August Steering Committee Meeting, the photo on the **State of Idaho** homepage has changed. This will periodically change with seasons, etc. By changing the picture occasionally, it gives the homepage a "fresh" look.

With the first revenue generating application being launched, three more applications rolling out in October, puts Access Idaho on target to exceed the expectations of the State for the first year. Somerhalder stated that Access Idaho will work hard for the State of Idaho, to be a leader in E-Government.

PROJECTS COMPLETED

- ❖ **Re-design of State** **-** Official portal or "electronic front door" to Idaho state Government
   of Idaho Home Page   (as of May 3, 2000, accessed by www.state.id.us)
- ❖ **Department of Transportation** - Batch Driver's Record Search (IDT authorized users only)
- ❖ **State Calendar** **-** Web users can locate information on state agency meetings and events
- ❖ **Press Releases** - Agencies may post press releases to the new Home Page
- ❖ **How Do I?** **-** Home Page search function designed to make use of agency input
- ❖ **Office of the Governor** **-** First Lady's web site featuring special projects, biography links
- ❖ **Idaho Electronic Campus** **-** State Board of Education**,** searchable course database for higher education
- ❖ **Department of Health & Welfare** - Tobacco retail permits

PROJECTS-IN-DEVELOPMENT

- ➢ **Department of Administration** - Assistance with the redesign of the site
- ➢ **State Board of Medicine** **-** Idaho Board of Medicine web site
- ➢ **Secretary of State's Office** **-** Certificates of Existence, and UCC Database Searches
- ➢ **First Data Resources, "SurePay"** - Software selected by IIC to secure credit card transactions
- ➢ **Disability Determinations Svc**. - Disability Determinations Service web site
- ➢ **Office of the Governor** - Redesign of current site
- ➢ **ITRMC** - Information on Idaho's technology agencies and resources
- ➢ **Department of Transportation** - Interactive Drivers Record Search
- ➢ **Attorney General's Office** **-** No-call listing for citizens who want to avoid telemarketers
- ➢ **Occupational Licensing Board** - 18 types of occupational licenses
- ➢ **Department of Agriculture** - Pesticide vendor registrations
- ➢ **Real Estate Commission** **-** Real Estate license renewals
- ➢ **Secretary of State's Office** - Uniform Commercial Code (search of UCC database)

➢ **Department of Water Resources** - Well drilling permits

PROJECTS-IN-PLANNING

- **Board of Pharmacy** - Creation of web site with interactive services
- **Department of Fish and Game** - Hunter education class online registrations
- **Department of Fish and Game** - Hunting and Fishing licenses and permits
- **RIB Committee** - IBR1 Online Form - online and registration
- **State Tax Commission** - IFTA (fuel tax) filing
- **Department of Insurance** - Insurance agent licensing renewals
- **Division of Building Safety** - Renewal of Electrical, Plumbing and Public Safety licenses
- **State Board of Medicine** - License renewals and license search applications
- **Department of Parks and Rec** - Variety of permits, such as park, motorbike, snowmobile, etc.
- **Potato Commission** - ID Potato Online License registration - for use of "Idaho Potatoes".
- **Department of Labor** - Unemployment Ins. payment - allows payment of premiums online.

SERVICE LEVEL AGREEMENTS SIGNED

❖ **Secretary of State's Office** (Business Entity Searches)
❖ **Office of the Governor** (First Lady's Web Site Template) *Letter of Agreement signed*
❖ **Department of Health and Welfare** (Tobacco permits)
❖ **Idaho Transportation Department** (Batch/Interactive Drivers Records)
❖ **State Board of Education** (Idaho Electronic Campus)
❖ **Idaho Real Estate Commission** (Real Estate Agent Renewal)

SERVICE LEVEL AGREEMENTS PENDING

➢ **Dept. of Water Resources** (Well Drilling Permits)
➢ **Bureau of Occupational Licensing** (Board of Cosmetology)
➢ **Bureau of Occupational Licensing** (Board of Examiners)
➢ **State Tax Commission** (IFTA Fuel Tax Filing)
➢ **Department of Administration** (Web site)
➢ **Board of Medicine** (Web site)
➢ **Department of Agriculture** (Pesticide Registration)
➢ **Attorney General's Office** (No Contact List)

DISCUSSION

Director Pam Ahrens thanked Scott Somerhalder for presenting at the **National Association of State Chief Administrators** (NASCA) in Williamsburg, Virginia during the week of September 16-20, 2000. Somerhalder presented on Access Idaho and what they are doing in the state of Idaho. She also reported that The **Center for Digital Government and Freedom Foundation**, did a survey on every state in the nation in 8 different categories of how each state is using technology to rollout services. The states were ranked in each area, and the State of Idaho received certificates for being in the top 10 in 3 of the categories. The surveyors tallied a composite score of all of the states where Idaho ranked 13th. In 1998, the state of Idaho ranked approximately 40th. The goal is to be ranked in the top 10 which certainly can be achieved considering the progress that is being made.

REVIEW OF BOARD OF MEDICINE SLA

Bill Farnsworth said there were very minor changes to the verbage on the SLA for the Board of Medicine. The website is scheduled to go live at the end of October, 2000.

ACTION ITEM

Keith Bumsted made a motion to approve the Board of Medicine SLA. **Rob Spofford** seconded, the motion passed unanimously**.**

REVIEW OF DEPARTMENT OF ADMINISTRATION SLA

The website is designed around a December 1, 2000 launch and rollout.

ACTION ITEM

Rob Spofford made a motion to approve the Department of Administration SLA. **Chuck Goodenough** seconded, the motion passed unanimously**.**

REVIEW OF ITRMC SLA

The website is designed around a December 1, 2000 launch and rollout. Farnworth has been working closely with Marlene from Access Idaho on the design and layout of the site.

ACTION ITEM

Keith Bumsted made a motion to approve the ITRMC SLA. **Rob Spofford** seconded, the motion passed unanimously**.**

REVIEW OF TEMPLATE FOR SLA

Bill Farnsworth indicated that the Committee approve a standard template for SLAs. He indicated Joanna Guilfoy recommended that an instruction sheet be created to assist in filling out the SLA form, to streamline the process. Somerhalder said it would be more like a checklist or FAQs. Eric Beck said that the form needs to be flexible enough that is should be able to change when the laws change. It is necessary to have version number and version control. Farnsworth said it was a template for the master contract and eventually would be available electronically.

ACTION ITEM

Rob Spofford made a motion to approve that this version be used as a start for new SLAs with the ability to update it as necessary. **Keith Bumsted** seconded, the motion passed unanimously.

NEW BUSINESS

Bill Farnsworth thanked **Access Idaho** and their staff for providing expertise beyond the call of duty. Marlene has gone to different agency meetings and given input. Access Idaho staff members have been helping agencies with more internal database applications.

Director Ahrens asked Farnsworth if he could report on the **Division of Building Safety**'s experience and what is available regarding licensing applications. Farnsworth said Building Safety had a application that was being developed with the State Controller's office. It is difficult to build a database when it unclear what database the data will be coming from. Division of Building Safety went through Purchasing and signed a contractor to build a database for licensing which is almost complete and now can go back to Access Idaho and look at a web front end for it. Ahrens indicated that smaller agencies will be able to use the database as well, which will really help. Somerhalder said that Division of Building Safety had expressed interest in working with Access Idaho as far as licensing applications, moving forward. Access Idaho met with the contractor to discuss details of the application.   Somerhalder also said that this has happened on 4 different occasions, the most recent one is **Idaho Potato Commission**. The Idaho Potato logo is trademarked and the Commission is going to be an

Extranet application. Access Idaho will assist in the front end side, the licensing and communication with the database.

Director Ahrens asked if Scott Somerhalder would present an overview of future projects to the **ITRMC** in December.

ADJOURNMENT
Farnsworth thanked those in attendance and adjourned the meeting at 3:00 p.m. Next meeting is September 28, 2000, from 1:30 to 3:00 p.m. in the East Conference room, J.R. Williams building.

Respectfully submitted,
Michele Covino